

# An App for Onboarding Orientation: Leading Through Technology to Prepare Learners for Successful Orientation

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# An App for Onboarding Orientation: Leading Through Technology to Prepare Learners for Successful Orientation

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## BACKGROUND

Lehigh Valley Health Network (LVHN) recently acquired three additional campuses that joined our Magnet® organization. With this expansion, Nursing Professional Development (NPD) practitioners identified a need to standardize the onboarding process for new colleagues. The interprofessional onboarding process occurs twice a month at LVHN. Newly hired colleagues frequently asked questions related to schedules, dress codes, locations and resources. NPD practitioners were required to address these questions in the classroom which resulted in less time to review pertinent educational topics. As our workforce continues to thrive with millennials, NPD practitioners determined that technology would be essential to address these questions and engage new colleagues in their onboarding experience.



## PURPOSE

To engage and prepare interprofessional colleagues for onboarding education using mobile technology.

- Standardization of information for a growing organization.
- Mobile application to answer frequently asked questions.
- Technology driven engagement to encourage colleague networking.

## METHODS

NPD practitioners partnered with organizational development and human resources colleagues to create an innovative and interactive onboarding approach.

In July of 2018, a mobile application was created and implemented for immediate access to essential information prior to the first day of onboarding.

Colleagues receive a new hire letter with mobile application download instructions.

- Schedules
- Dress code
- Class/clinical locations
- Resources
- Networking

### ONBOARD LVHN APP UTILIZATION

July 2018–February 2019

- 👉 Guide Downloads: **1,447**
- 👉 Menu Launches: **18,556**
- 👉 Guide Sessions: **23,287**



## REFERENCES

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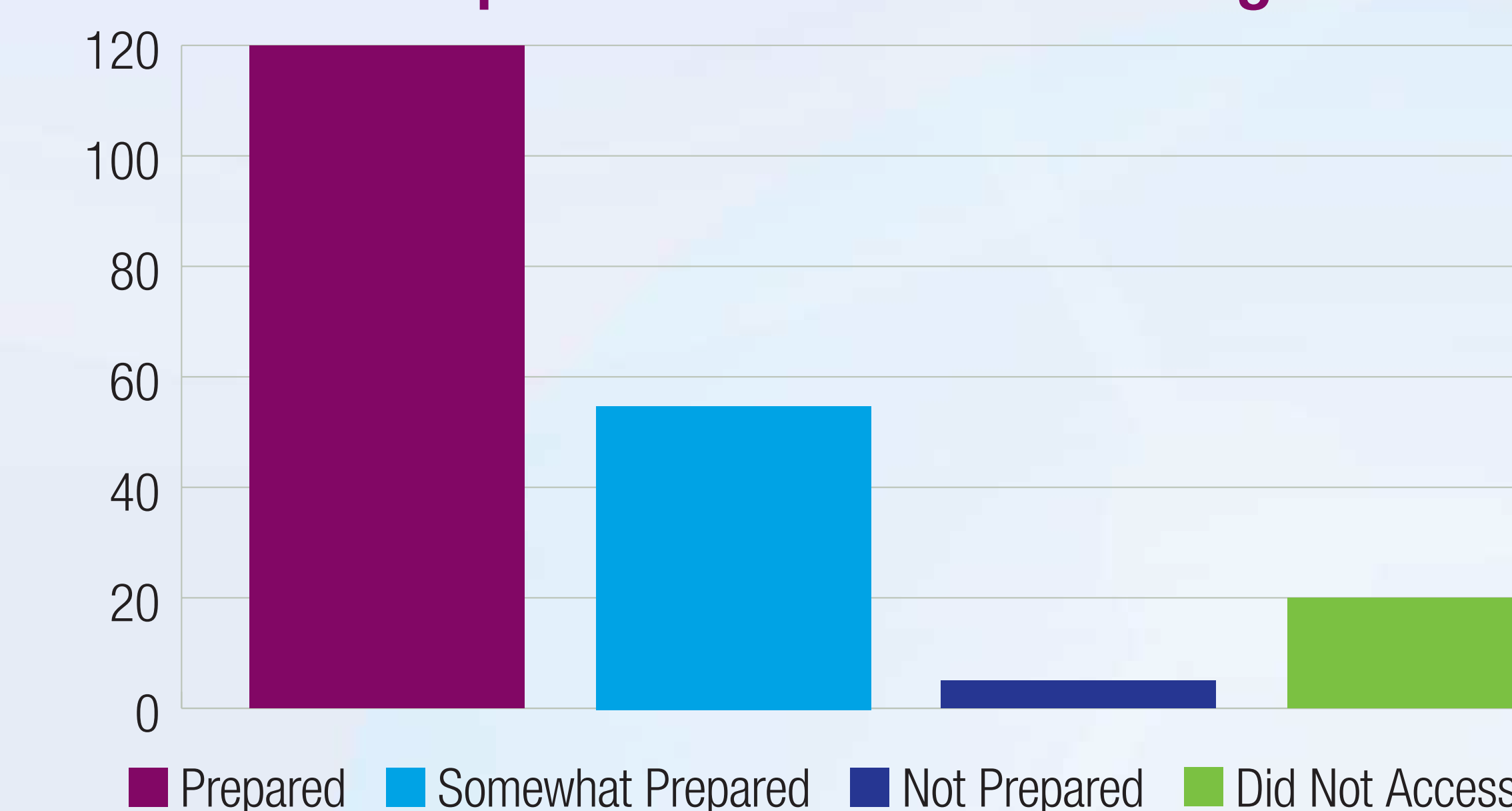
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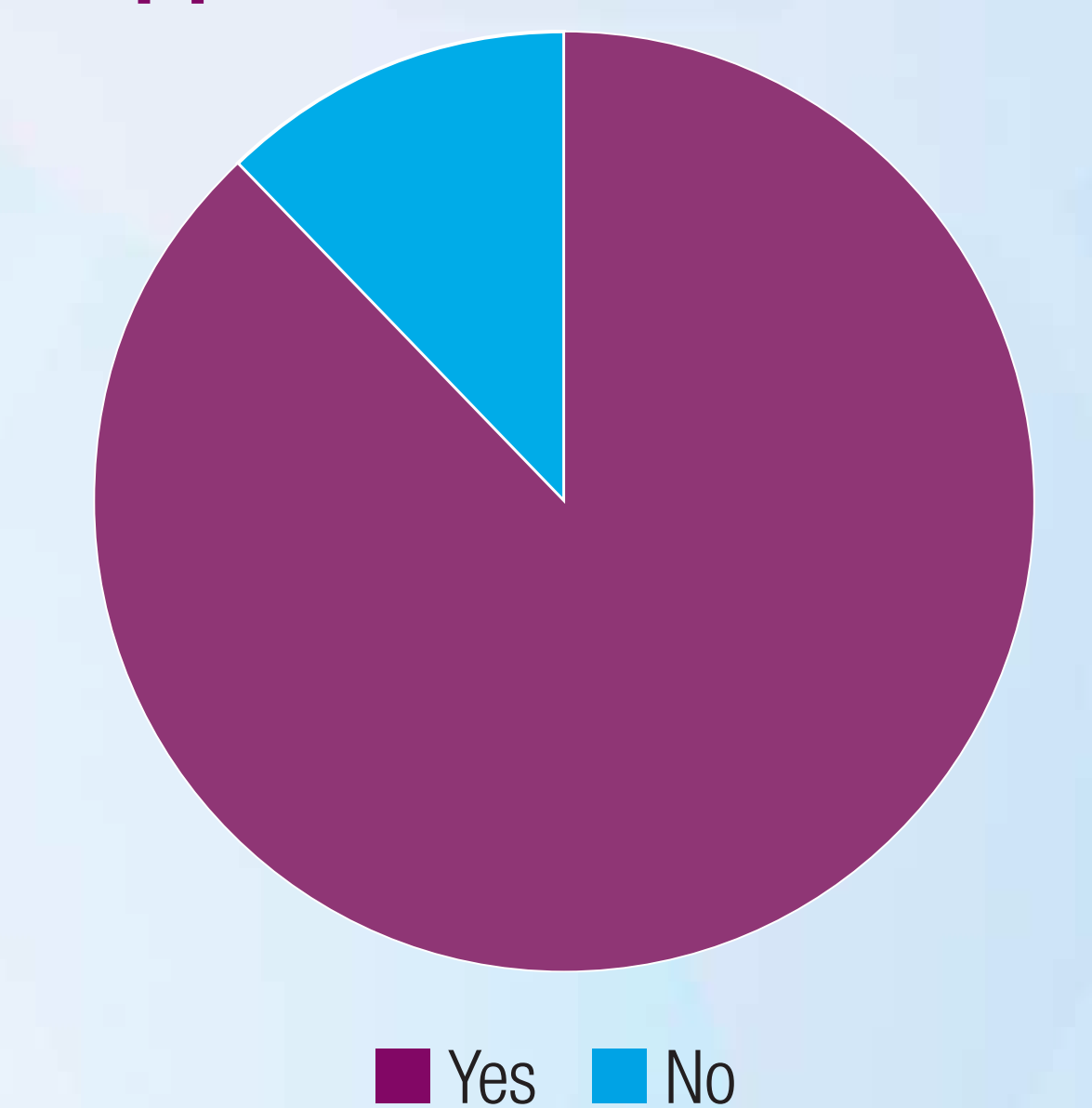
## OUTCOMES

- Innovative and interactive application allows new colleagues to be prepared and engaged for onboarding.
- Professional development team gained additional time to focus on pertinent education topics.

Onboard LVHN Mobile Application Colleague Preparedness for Onboarding



Recommendation of Onboard LVHN Mobile Application to new colleagues



## FUTURE STEPS

- Continue to encourage new colleagues to download the application before starting the onboarding process.
- Maintain updating the Onboard LVHN mobile application to include the latest information.
- New colleagues create a professional profile to facilitate collaborative and interprofessional networking.